

## FOUNDATIONS INDEPENDENT LIVING TRUST SECURES FURTHER FUNDING FROM GAS SAFE CHARITY

Foundations are delighted that Gas Safe Charity has confirmed a further award of funding to their charitable arm Foundations Independent Living Trust (FILT).

FILT helps older, vulnerable and disabled people to repair, adapt or maintain their homes. We do this by distributing funds to home improvement agencies (HIAs) and handypersons services across England.

The funding will be used for completion of specified gas safety works for vulnerable clients. In England there will also be a 'central pot' for individual funding applications from HIAs which are not local delivery partners, and a phone referral system for gas safe engineers to refer in older/vulnerable clients to the participating HIAs where the heating appliance has been condemned.

FILT has been working with Gas Safe throughout the past year to provide help to 825 people through vital work such as gas safety checks, boiler servicing and repairs, pipework repairs and checks to gas fires.

The initiative will help improve the lives of vulnerable people such as Mr Jones who is 76 and lives alone. He suffers with dementia, arthritis and heart failure, is in constant pain and has poor mobility.

Due to confusion and poor mobility, Mr Jones was sleeping downstairs in a chair. He had a gas fire in the living room which was not working properly and therefore needed disconnecting. Due to his illness he had no awareness of gas safety and had previously left the gas cooker on, sometimes not ignited.

Mr Jones was unable to pay for the necessary changes to be made to his property which would keep him safe. With FILT's guidance, he was awarded £246 through the Gas Safety Charity to disconnect the mains gas supply and make changes so he could live more safely in his home.

To find out more about the vital work of HIAs, and how this is made possible by FILT funding, please visit our website [www.filt.org.uk](http://www.filt.org.uk) or call 0300 124 0316.



A customer in the Scottish borders with the locking cooker valve fitted by our SGN engineer

## DEMENTIA AWARENESS TRAINING

Frontline engineers encounter vulnerable customers during their everyday work activities. That's why SGN started to train them on recognising the signs of dementia, providing communication aids and referrals via its free customer helpline 0800 912 1700. This service will refer these customers to local organisations for advice and assistance and we'll also make sure they're registered on the priority services register with their relevant energy supplier.

SGN scoped and procured e-training from the Care Commission which it trialled with 500 frontline staff including its executive team, engineers, customer service staff and stakeholder engagement team.

SGN added: "We're carrying out a trial for a year and will share learning with the other GDNs and other organisations that are in a position to adopt the programme and help us reach as many homes as possible."



SGN frontline engineers with their Care Commission accredited certificates